

RESTORE FACTORY DEFAULT SETTINGS GUIDE

NF20MESH FAQs



About Factory Resets

A factory reset on the **NF20MESH** returns all settings to the default settings as they were when shipped from the factory.



IMPORTANT – It is particularly important to perform a factory reset after upgrading the NF20MESH firmware to ensure the firmware installation is completed correctly.

Factory Reset Methods

There are two methods that can be used to perform a successful factory reset:

1. Use the NF20MESH's graphical user interface (GUI) to complete a factory reset.
2. Manually perform a factory reset using the reset pinhole at the back of the NF20MESH.

This guide will explain both methods to complete a successful factory reset.

Web Interface Factory Reset

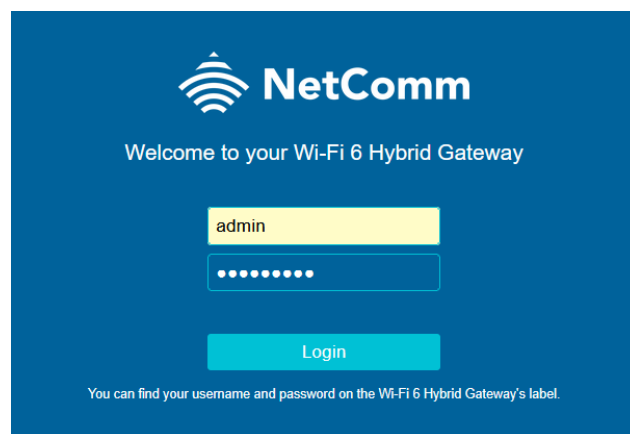
Log in to the Web Interface

Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type following address into the address bar and press enter.

<http://192.168.20.1>

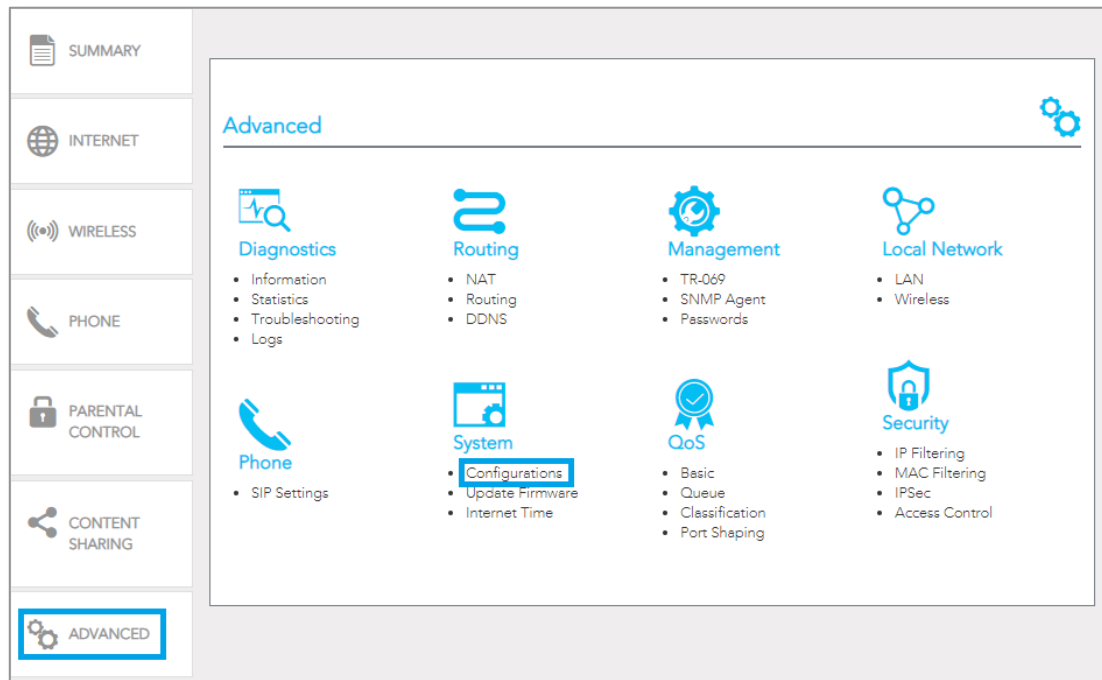
Type “**admin**” in the Username and password printed on the back of the modem in the Password fields and click the **Login** button.

NOTE – Some Internet Service Providers use custom password. If login fails, contact your Internet Service Provider. Use your own password if it is changed.



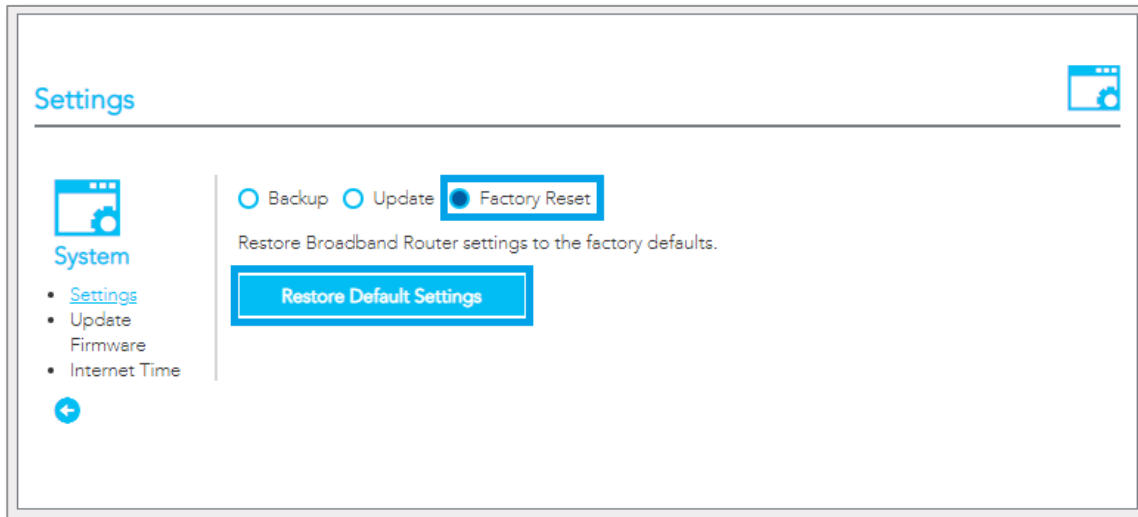
Restore Default Settings from Web interface

1. Click on the **Advanced** menu on the left-hand side of the screen, then click on the **Configurations** option in the **System** group.



Tools – Navigate to Advanced Configurations

- To reset the NF20MESH to its factory settings, select the **Factory Reset** radio button and click the **Restore Default Settings** button.

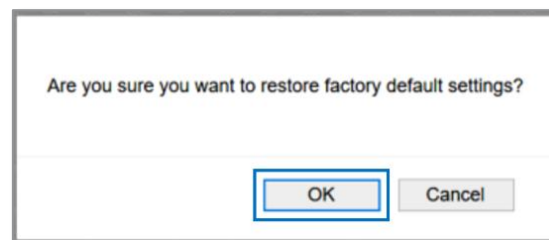


Restore Default Settings



NOTE – You may also perform configuration Backup and restore configuration from this page.

- A pop-up dialog box will prompt: “Are you sure you want to restore factory default settings?”



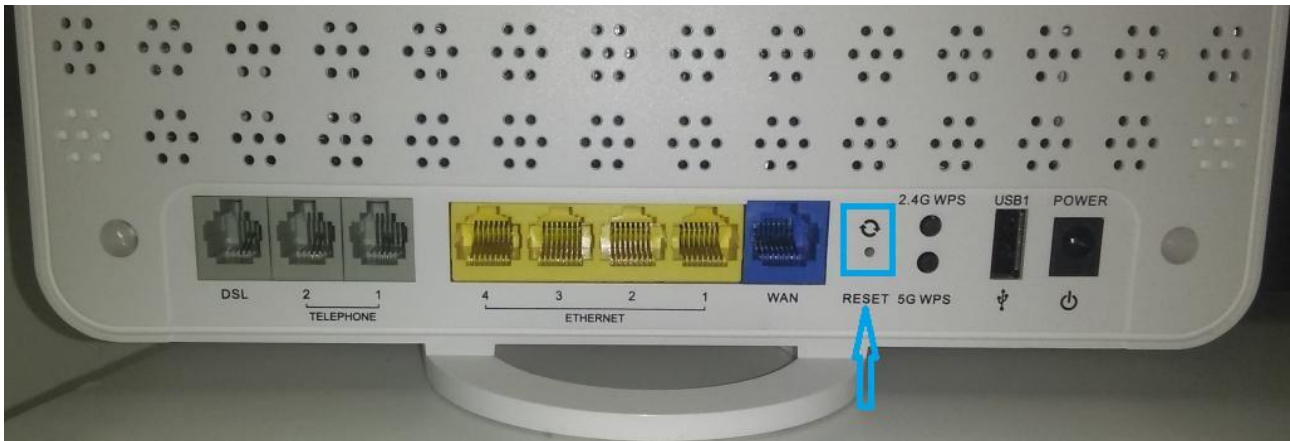
Reset command confirmation dialog

- Click **OK** to confirm the reset.
- The NF20MESH will reboot.
- After the NF20MESH has rebooted you will need to log in to the NF20MESH using the default credentials printed on the sticker and re-enter your broadband connection settings such as your **ADSL/VDSL User ID** and **Password**, etc. Please use the **Quick Start Guide** to set up your router.

Manual Factory Reset

1. Ensure the **NF20MESH** is powered on.
2. On the back side of the **NF20MESH**, there is a small hole in the plastic with the word “**Reset**” printed above it.

This is the recessed reset button:



Back panel of NF20MESH showing Reset pinhole

3. Insert the end of a paperclip or other rigid, thin piece of metal into the **Reset** pinhole and depress and hold in for 10-12 seconds.

If this does not happen:
 - A. Disconnect the power supply cable for 30 seconds and then reconnect it.
 - B. Then depress the **Reset** button and hold in for 10-12 seconds.
4. The **NF20MESH** is back to its factory defaults, you now need to reconfigure the broadband settings via the user interface.



NOTE – – If you had previously backed up your configuration, you can now restore your settings by uploading your **.config** file.

5. To reconfigure the broadband settings:
 - A. Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type <http://192.168.20.1> into the address bar and press **Enter**.
 - B. At the login screen, type the **Username** and the **Password** as printed on the sticker and click **Login**.